

Scanner User's Guide



- ✓ Installation
- ✓ Usage & Maintenance
- ✓ Troubleshooting



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Environmental Information

Attention for recycling (For EU country only)

Protect your environment! This product should not be thrown into the household waste container. Please give it to the free collecting center in your community.

Screen Examples in This Manual

The screen shots in this guide were made with Windows XP. If you are using Windows 2000, Vista or 7, your screen will look somewhat different but functions the same.

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Introduction

Welcome to the world of Plustek scanners – the ultimate in computer imaging. Your new scanner will improve the professionalism of your day-to-day computing tasks by allowing you to input images and electronic text into your computer system.

Like all of our products, your new scanner is thoroughly tested and backed by our reputation for unsurpassed dependability and customer satisfaction.

See the last page of this user's guide for a complete list of Plustek offices worldwide.

Thank you for choosing us as your scanner supplier. We hope you will continue to turn to us for additional quality products as your computing needs and interests grow.

How to Use This Guide

This User's Guide provides instructions and illustrations on how to install and operate your scanner. This guide assumes the user is familiar with Microsoft Windows. If this is not the case, we suggest you learn more about Microsoft Windows by referring to your Microsoft Windows manual before using your scanner.

The Introduction section of this manual describes the box contents and minimum computer requirements to use this scanner. Before you start installing your scanner, check the box contents to make sure all parts are included. If any items are damaged or missing, please contact the vendor where you purchased your scanner or our customer service directly.

Chapter I. Installing the Scanner describes how to install scanner's software and connect the scanner to your computer. **Note: The scanner connects to your computer through the Universal Serial Bus (USB). If your computer does not support USB technology, you will need to purchase a USB interface card to add USB capabilities to your computer, or buy and install USB connectors if your motherboard has USB capabilities. This guide assumes that your computer is USB-ready and has a free USB port.**

Chapter II describes how to test, maintain and clean your scanner.

Appendix A contains technical support information that can help you solve simple problems. Before calling for help, please read through Appendix A: Troubleshooting.

Appendix B contains the Specifications of the scanner you purchased.

Appendix C contains our limited warranty agreement and FCC statement concerning the product.

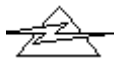
Conventions of This Guide

Bold — Important note or first use of an important term in a chapter.

ALL CAPS — Represents commands or contents on your computer screen.

A Note about Icons

This guide uses the following icons to point out information that deserves special attention.



Danger

Danger: A procedure that must be followed carefully to prevent injury, or accidents.



Caution

Caution: Information that, if not followed, may result in data loss or damage to the product.



Attention

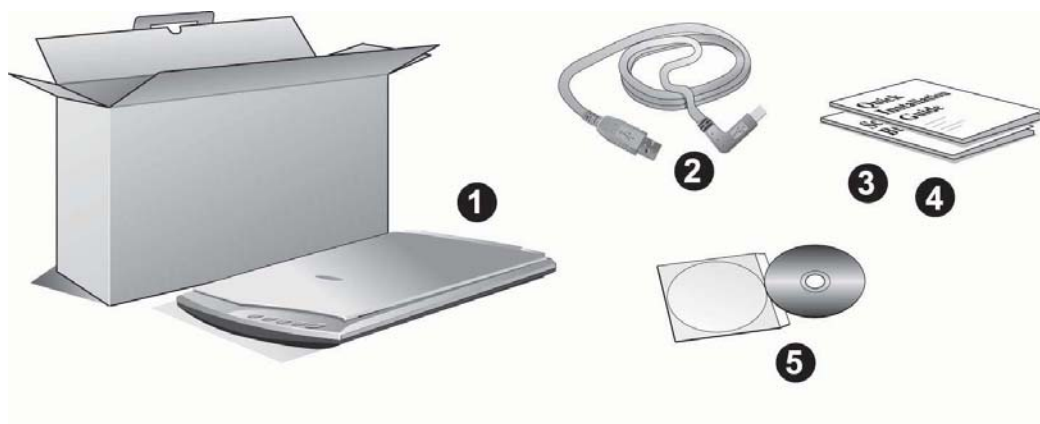
Pay Special Attention: Instructions that are important to remember and may prevent mistakes.

System Requirements¹

- Windows/Intel Compatible Personal Computer
 - Pentium CPU or above
 - CD-ROM Drive
 - 64 MB RAM (128 MB Recommended)
 - 700 MB Free Hard Disk Space (800 MB Recommended)
 - USB Port
 - Microsoft™ Windows 2000 Professional/ XP/ Vista/ 7 compatible
- NOTE:** Windows NT 4.0 does not support Universal Serial Bus (USB) connectivity.
- Video card that supports 16-bit color or greater

¹ Higher requirements might be needed when scanning or editing a large quantity of image data. The system requirements here are only a guideline, as in general the better the computer (motherboard, processor, hard disk, RAM, video graphic card), the better the results.

Box Contents²



1. Scanner
2. USB Cable
3. Quick Guide (Scanner)
4. Quick Guide (Scanner Buttons)
5. Setup / Application CD-ROM

Product Information

Please fill in the following information for your own records. You will need it when you contact your dealer or our service center in the future.

Serial Number:

(Located at the bottom of the scanner)

Date of Purchase: - -

² Save the box and packing materials in case you need to transport this scanner in the future.

Chapter I. Installing the Scanner

Before installing your scanner, please verify that you have all of the proper components. A list of the package contents is provided in the *Box Contents* section of this guide.

Software Installation Requirements

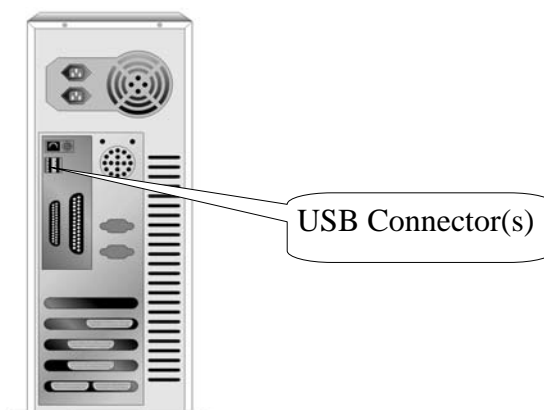
Your scanner comes with the OCR software (FineReader), the document management software (Presto! PageManager), the scanner's driver and Action Manager 32 software. All of these software applications use approximately 700 megabytes of hard disk space after they are installed into your computer. To ensure ample room for the installation, as well as for scanning and saving images, a minimum of 800 megabytes of hard disk space is recommended.

The USB scanner can only operate under the Microsoft Windows 2000 Professional, XP, Vista or 7 operating system.

Hardware Requirements

This scanner connects to your computer through the Universal Serial Bus (USB) which supports *hot Plug and Play*. To determine whether your computer is USB-capable, you must check the rear of your PC to locate a USB jack that looks the same as the one pictured below. Note that on some computers, the USB port at the rear of the computer may be occupied and additional ports may be found on the monitor or keyboard. If you are having trouble in locating the USB port on your computer, please refer to the hardware manual that came with your computer.

Upon examination, you should find one or two rectangular USB ports, which usually appear as shown below.

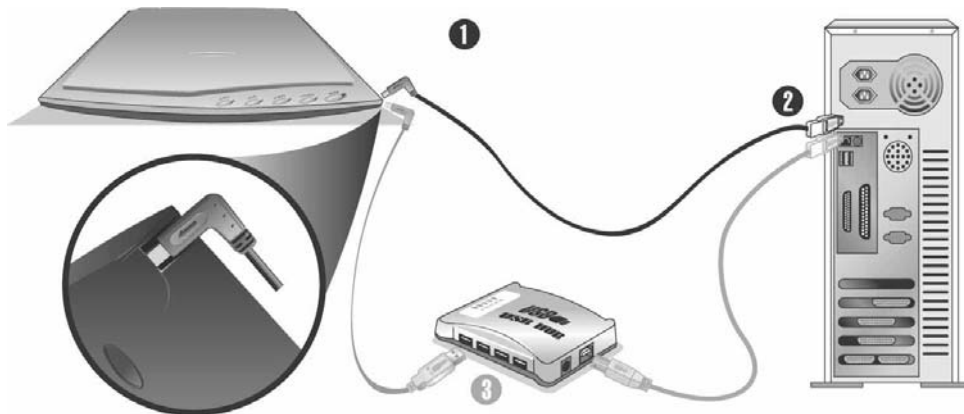


If you don't find such USB ports on your computer, then you need to purchase a certified USB interface card to add USB capabilities to your computer.

Installing and Setting up the Scanner

Please follow the step-by-step procedures described below to install the Plustek OpticPro Scanner.

Step 1. Connecting the Scanner to Your Computer



1. Plug the square end of the included USB cable to the USB port of the scanner.
2. Plug the rectangular end of the USB cable to the USB port on the back of your computer.
Note: If there is another USB device connected to the computer, connect the scanner to an available USB port.
3. If you plan to connect your scanner to a USB hub³, make sure that the hub is connected to the USB port in your computer. Next, connect the scanner to the USB hub.
Note: If you do not have a USB port available, you might need to buy a USB port.

Step 2. Installing the Software

1. If the USB components on your computer are functioning correctly, they will automatically detect the scanner causing the “Add New Hardware Wizard” or “Found New Hardware Wizard” to be launched.
Note: If your computer was off when you connected the scanner, the “Add New Hardware Wizard” message will be displayed when you turn the computer on and when Windows starts.
2. **For Windows 2000**
 - a. Click on the NEXT button when the “Add New Hardware Wizard” window is displayed.

³ The USB hub is not included with the scanner.

- b. Select “SEARCH FOR THE BEST DRIVER FOR YOUR DEVICE [RECOMMENDED]” and click on the NEXT button.
 - c. The next window will ask you where to search to find the drive. Select “CD-ROM drive”, and deselect “Floppy disk drives” if it is checked.
 - d. Insert the Setup/Application CD-ROM, included with your scanner, into your CD-ROM drive and then click on the NEXT button.
 - e. Click on the “NEXT” button in the window that appears.
 - f. During the process of the installation, a message “Digital Signature required” might be prompted. Please ignore it, and click on “YES” to continue the installation without any misgiving at your scanner functioning.
3. **For Windows XP**
- a. Insert the Setup/Application CD-ROM, included with your scanner, into your CD-ROM drive.
 - b. Select “INSTALL THE SOFTWARE AUTOMATICALLY [RECOMMENDED]” and click on the NEXT button.
 - c. Click on the “NEXT” button in the window that appears.
4. **For Windows Vista**
- a. Select “Locate and install driver software (recommended)” when the “Found New Hardware” window is displayed.
 - b. Click on the [Continue] button when the “User Account Control” dialog pops up.
 - c. Insert the Setup/Application CD-ROM, included with your scanner, into your CD-ROM drive when the system prompts you “Insert the disc that came with your USB Scanner”, and click on the [Next] button.
 - d. During the process of the installation, a message “Windows can’t verify the publisher of this driver software” might be prompted. Please ignore it, and click on [Install this driver software anyway] to continue the installation without any misgiving at your scanner functioning.
5. **For Windows 7**
- a. Insert the Setup/Application CD-ROM, included with your scanner, into your CD-ROM drive. Close the **AutoPlay** window that appears.
 - b. From the Windows **Start** menu, right click on the **Computer** and select **Properties** from the pop-up menu. Click **Device Manager** on the following screen.
 - c. In the **Device Manager** window, right click on this scanner under **Other devices** item and select **Update Driver Software** from the pop-up menu. Click **Browse my computer for driver software** in the window that appears, and click the **Browse** button.

- d. In the **Browse For Folder** window, select the folder that contains this scanner driver and click the **OK** button to return to the previous screen. Click the **Next** button and click **Install this driver software anyway** in the **Windows Security** window.
6. When the system completes the installation, click on the “FINISH” button.
7. Follow the on-screen instructions to install all software that your new USB scanner requires.
8. After the software is installed, close all open applications and click on the FINISH button to restart your computer.



If the scanner installation is not started and displayed automatically on the screen, click START, select RUN and type in [d:\setup] (where d: is the drive letter assigned to the CD-ROM drive of your computer.)

Software Setup Troubleshooting

Carefully review the steps outlined in this guide and the Quick Guide that accompanied your scanner.

If you are still having problems, please check that:

- You have 700MB of free space on your hard disk drive.
- The scanner is plugged in and has power.
- You are using the USB cable supplied with the scanner.
- The square end of the USB cable is plugged into the rear of the scanner.
- The rectangular end of the USB cable is plugged into the back of your computer.

If you deviated from the installation procedures defined in this manual, please unplug the USB cable from the scanner and reinstall the software from the CD-ROM. To reinstall your scanner's software, click START, RUN, then type D:\Setup (where D represents the letter of your CD-ROM drive). Carefully follow all the installation instructions presented in the Setup Wizard. Reboot your computer when prompted, and plug the USB cable back into the scanner while your computer is still turned on.

Installing Additional Software

Your scanner is TWAIN compliant and functions with virtually all available TWAIN compatible software. If you purchase additional software to be used with your scanner, please make sure that it conforms to the TWAIN standard.

Chapter II. Usage and Maintenance

Operating the Scanner

Your scanner accepts documents as small as business cards and as large as letter-sized documents. However, some software programs have limitations as to the information they can handle. The capacity of the computer's memory and free space on your hard drive can also limit the physical size of the document that you scan.

There are two different ways to operate the scanner:

1. From within an image-editing program that can acquire images from the scanner.
2. By using the Action Manager 32 program that is automatically installed as your scanner software.

Your scanner needs to be driven by some type of software program. Since all documents or images (whether text or pictures) that are acquired from the scanner are treated by your computer as images, most scanning will probably be done from an image-editing program where you can view, edit, save and output the scanned images.

What about scanning text documents and editing them in a word processor? This is the role of Optical Character Recognition (OCR) software. OCR software converts the image files that are created from scanning text documents into text files that can be viewed, edited and saved by word processors. An OCR program has also been bundled on the included Setup/Application CD-ROM, and if you wish to use the scanner in this way you should install the OCR software that is included.

Action Manager 32 is a program that allows you to conveniently scan images and text without the need to work directly within any image-editing application. Action Manager 32 also includes features to allow you to use your scanner as fax⁴ and copy machines⁵.

Please refer to the Action Manager 32 section of the *Software User's Guide* or the Action Manager 32 on-line Help (accessible by right-clicking on the Action Manager 32 window and choosing Help) for more information about these functions.

⁴ A fax/modem and fax software is required to send faxes.

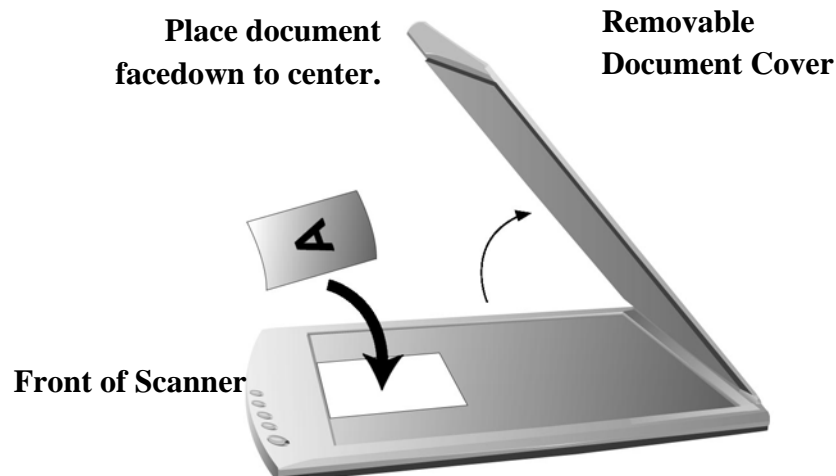
⁵ A printer is required for the copy utility.

Testing the Scanner

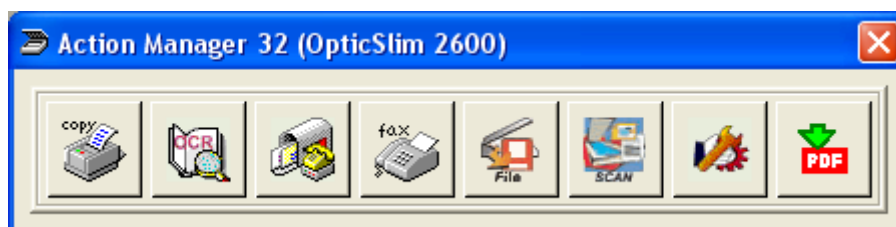
The following test procedure checks to see if the scanner is properly functioning with your computer and the scanning software. Before testing your scanner, double check to make sure that all connections are securely fastened.


To properly test your scanner, please perform the following steps:

1. Open the scanner's document cover and place a picture onto the scanner glass headfirst and face-down.



2. Gently close the document cover.
3. Next, launch Action Manager 32 program. Click on the Windows START button and then PROGRAMS, Plustek OpticSlim 2600, and then Action Manager 32.




4. Click the File Utility button  in the Action Manager 32 window. In the File Utility window that opens, the scanner will perform prescan automatically.
5. If an image appears on your screen, your scanner is working properly.


To learn how to manipulate the image, please read the *Chapter II. The Scanner Software of the Software User's Guide*.

Defining The Custom button

With the Custom Utility, the users may turn the scanner's Custom button into a multifunctional assistant by defining it as any utility that is included in the Action Manager 32. Once the Custom button is defined, the selected utility will be opened with one press at the Custom button.

The following describes how to define the Custom button:

1. Click the Custom Utility button  in the Action Manager 32 window.
2. The Custom Utility interface will be opened.
3. Select a desired utility from the list.


4. Click the  button, and the selected utility will be launched and appear on the screen instantly.


Defining The SCAN button

With the Scan Utility, the users may turn the scanner's Scan button into an Image Processing Function by defining it as any utility that is included in the Action Manager 32.

The Imaging Processing Function allows you to scan the image directly to the image editing application you have defined.

The following describes how to define the Scan button:

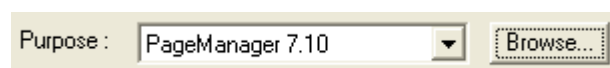
1. Click the Scan Utility  button in the Action Manager 32 window.
2. The Scan Utility interface will be opened.
3. Select a desired utility from the list.

4. Click the  button, and the selected utility will be launched and appear on the screen instantly.

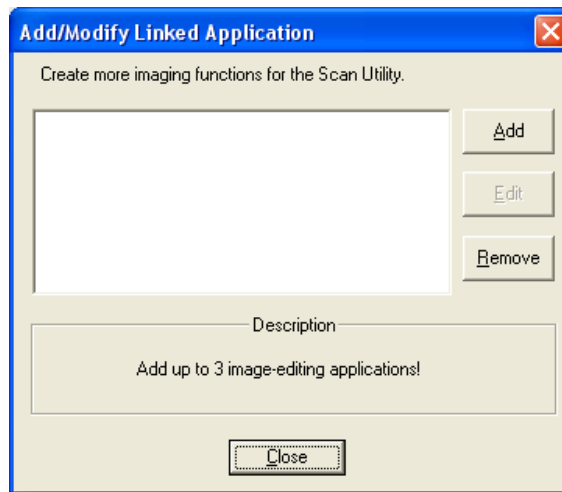
Add Other Image Editing Software

To add more image editing functions for the SCAN button, follow the steps described below:

1. Click the **Browse** button at the far right end of the **Purpose** drop-down menu.



2. Click **Add** button in the prompted out window to select an existing application from your system.



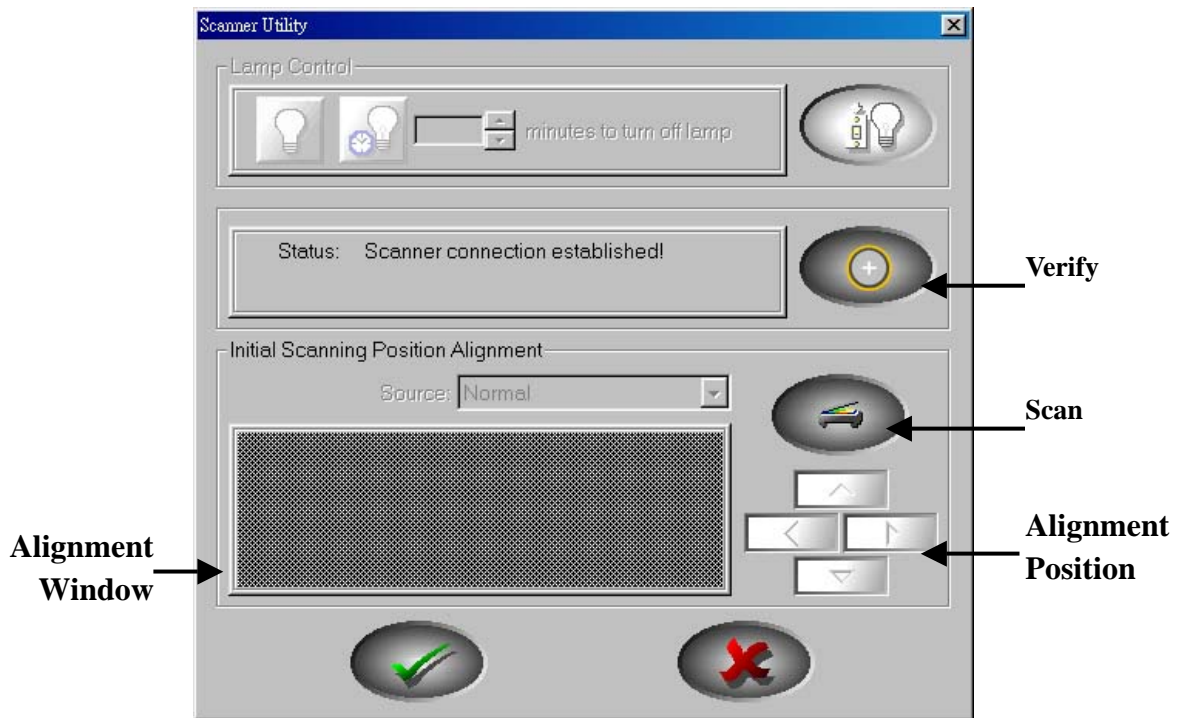
3. The program name you have chosen displays in the list.
- Note:** You are allowed to add at most 3 image editing software in this list.
4. Click **Edit** button to rename the displayed name of the application, if desired.
 5. Click **Remove** button to remove the option you have created, if necessary.
 6. Click **Close** to accept the changes and close the window.

The Scanner Utility Program

The Scanner Utility Program can help you get your new scanner up and running. In addition, it contains a number of other features to help you tailor and control the scanner.

Most significantly, the Scanner Utility Program checks to make sure that the scanner software is properly installed and the scanner and computer are communicating with each other.

The Scanner Utility also allows you to define the exact position on the scanning glass where scanning will begin. The scanner was tuned to its optimal working condition at factory, but some refinement of the initial scanning position may still be necessary.



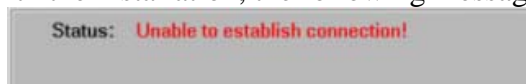
The Scanner Utility program does NOT affect the quality of scanned images. It is only used to establish a connection with the scanner. Settings that affect the scanned image (i.e., color, size, readability, clarity, etc.) can be found in the scanner software programs and especially the TWAIN interface.

Connection Status

The first step to take when troubleshooting connection problems with your scanner is to check all physical connections. Make sure your scanner is plugged in and the USB cable is fit snugly into the rear of your scanner and computer.

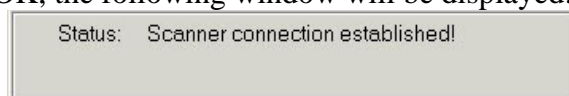
Secondly, determine the status of your USB hardware and software configuration. To do this, please run the Scanner Utility program as described below:

1. Click on the START button, then choose PROGRAMS, PLUSTEK USB SCANNER and then SCANNER UTILITY.
2. If there is a problem with the installation, the following message will appear:



If you receive the above message, please refer to the Scanning Problems section of Appendix A Troubleshooting.


3. If the connection is OK, the following window will be displayed:



Calibrating the Scanner

Calibrate the scanner if colors appear in areas that should be white, vertical lines appear in the preview image, or colors of the preview image and the original vary a lot. This allows you to adjust and compensate for variations which can occur in the optical component over time by its nature.

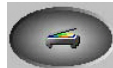

To do this, please run the Scanner Utility program as described below:

1. Click on the Windows START button, then choose PROGRAMS, PLUSTEK USB SCANNER and then SCANNER UTILITY.
2. Click on the “Calibrate” button  to start this calibration process to produce more accurate or desirable output.

Aligning the Scanner

In most cases, the scanner doesn't need to be aligned but there are instances when the alignment might be required. You need to align the scanner only if parts of the scanned document are missing from any of its edges. For example, the heading of a document might be missing from the top edge after the document has been scanned.

To align the scanner, follow the steps below:

1. Place a photograph on the top right side of the scanner glass (near the back of the scanner). Please note that only part of the photograph will be scanned.
2. Click on the SCAN button . Part of the photograph will be displayed in the ALIGNMENT window.
3. Click on the ALIGN POSITION buttons until the top left corner of the scanned photograph aligns with the top left corner of the preview window.
4. Click on the check mark button  when the alignment has been completed.

Maintenance



Caution

To keep your scanner working smoothly, take a moment to review the following maintenance tips.

- Avoid using the scanner in a dusty environment. When it is not in use, keep the scanner covered. Dust particles and other foreign objects may damage the unit.

- Do not attempt to disassemble the scanner. There is danger of an electrical shock and opening your scanner will void your warranty.
- Do not subject the scanner to excessive vibration. It may damage the internal components.
- Be sure not to bump or knock the scanner glass as it is fragile and could break.
- Clean the scanner glass by lightly spraying a non-abrasive glass cleaner onto a soft lint-free cloth. Then, wipe the glass thoroughly with the cloth. **DO NOT SPRAY CLEANER DIRECTLY ONTO THE SCANNER GLASS.** Excess liquid residue may fog or damage the scanner.
- Your scanner operates best in temperatures between 10° C to 40° C (50° F to 104° F).

Appendix A: Troubleshooting

Scanning Problems

Most problems are easily solved, and some of the most common questions and their recommended solutions are listed below.

Symptom: After following the installation instructions, my computer cannot find the scanner.

Cause 1: Some aspect of your computer system does not support USB.

Solution 1: Download and execute the file USBREADY.EXE at http://www.usb.org/about/shopping_bag to determine the level of your computer's USB support.

Cause 2: USB is not enabled in your BIOS settings.

Solution 2: Enable the USB controller in your BIOS settings. This is typically done by pressing a key⁶ (usually , <F1> or <F10>) during startup. In the BIOS Settings screen that appears, find the option for USB and enable it. Exit and Save the changes you made. Your computer is rebooted automatically. Please consult your computer vendor before attempting to do this change.

Cause 3: The USB controller was improperly installed on your computer.

Solution 3: To reinstall the USB controller, click on the Start button, choose Settings and select Control Panel. In the window that opens, double-click on the Add New Hardware icon. Carefully follow the instructions that appear on your screen.

Symptom: The scanned image looks grainy on the screen.

Cause: Your video mode is not set to show more than 256 colors.

Solution: We recommend that you set your video mode to 16 bits per pixel (65536 colors) or higher. Please consult your video card, computer or Windows documentation to change the video mode.

Symptom: The scanner scans very slow.

⁶ Please consult your computer manual on how to modify your BIOS/CMOS settings.

- Cause 1: You are running other applications in the background.
Solution1: Close all the other applications that are running in the background.
- Cause 2: You are scanning at a high resolution (DPI).
Solution 2: Reduce the resolution. See Chapter 2 of the Software User's Guide for information about recommended resolution settings.
- Symptom: The scanned document comes out as strange characters on the screen after the OCR process is completed.**
Cause 1: Text page was scanned upside down.
Solution 1: Reverse the page and scan again.
- Cause 2: The OCR software is limited to certain types of documents, fonts and formats. You might be trying to scan a form, spread sheet, a hand written letter or a document with color text or color page.
Solution 2: Scan a clean document that contains, preferably, one column and has black text on a white page.
- Symptom: The scanner is not in the list of supported scanners in other commercial software.**
Solution: Select TWAIN as the scanner.
- Symptom: Unable to scan from other software other than the one that came with the scanner.**
Solution: Enter the Scanner Setup within the program, Select TWAIN and you will see your scanner listed (e.g., Plustek USB Scanner).
- Symptom: Unable to save to a floppy diskette.**
Cause 1: The floppy disk might be write protected.
Solution 1: Move the write protection tab, located in the back of the diskette, to the closed position.
- Cause 2: Your disk might not be formatted.
Solution 2: Format the diskette.

Cause 3: There is not enough space available in the disk to save the document.

Solution 3: Delete any files that you do not need from the floppy disk.

Cause 4: You might be scanning your document at a high resolution. Documents scanned using higher resolution modes will take a considerable amount of disk space.

Solution 4: Reduce the resolution. See Chapter 2 of the Software User's Guide for information about recommended resolution settings.

Symptom: The image looks good in the software that came with the scanner but it does not look good when I export the image to another program.

Cause: Different imaging programs use different Monitor Gamma settings.

Solution: Change the Monitor Gamma settings in either of the programs so that they match. Please consult the help files for each program to find out how to adjust the Monitor Gamma.

Symptom: The image looks good in the screen but is very dark when printed.

Cause1: The Monitor Gamma Settings or the scanner brightness settings are not set properly.

Solution 1: 1) Change the Monitor Gamma to a value between 1.0 and 1.5. Please consult your help file for information on how to adjust the Monitor Gamma.

2) Adjust the brightness control in the TWAIN window before scanning.

Cause2: The printer brightness setting is not set properly.

Solution 2: Adjust the brightness in the printer. Some printers allow you to change the brightness settings. Please consult your printer documentation.

Symptom: The scanned image takes too long to be sent with an email message.

Cause1: The image was scanned at a high resolution or is physically large.

Solution1: Scan at a lower resolution (DPI)

Cause 2: The Internet might be congested.

Solution 2: Try sending the message at a later time.

Symptom: The image that I sent through email looks good in my computer but it looks dark in the recipient computer.

Solution: The Monitor gamma settings should be approximately the same in your and the recipient computer.

Symptom: There is a grinding or rattling noise at the beginning of each scan.

Cause: The scanner engages the gears and it initializes itself before scanning.

Solution: This noise is normal to the operation of the scanner.

Symptom: A. -Disk is full- error is displayed when I click on the scan button.

Cause: Your computer is running low in resources. Your computer hard disk drive does not have enough space to process the image. This may be because you are scanning at too high of a resolution.

Solution: Obtain a larger hard disk or rescan at a lower resolution.

Symptom: A -Disk I/O error- message is displayed.

Cause 1: This error is caused if the hard disk drive does not have enough space available to process the image.

Solution 1: Make some space available in the hard disk drive by deleting any programs or files that you do not need.

Cause 2: Your hard disk drive might be heavily fragmented or it might contain some bad sectors.

Solution 2: Run the Scan Disk utility that came with your Windows computer. Please consult your computer documentation or the Windows help files on how to run the Scan Disk Utility.

Symptom: The error “Scanner not Found” that is displayed.

Cause 1: The USB cables are not connected properly.

Solution 1: Make sure that the cables are connected tightly and to the proper port.

Cause 2: The USB cable might be too long.

Solution 2: Please use the USB cable that comes with your scanner.

Cause 3: The scanner's power cord is not connected properly.

Solution 3: Make sure that the AC adapter is connected to an outlet. If the scanner is connected to a Surge Protector, make sure that the Surge Protector is turned on.

Common -How-to- Questions

Symptom: How do I save the scanned image in JPG format?

Solution: In the Image-editor, click on FILE

- 1) Click on SAVE AS.
- 2) Select the folder where you want to save your image.
- 3) Select JPEG or JPG under Save as type:
- 4) Type the name of the file name for your image.

Symptom: How do I cut an image and paste in another program?

- Solution:**
- 1) Select the area that you want to cut.
 - 2) Click on EDIT.
 - 3) Click on CUT.
 - 4) Start the program and open the document where you want to paste your image.
 - 5) Click on EDIT.
 - 6) Click on PASTE.

Please consult your program documentation on how to Cut and Paste if you have any more questions.

Symptom: How do I place a scanned image into my Word Processor?

- Solution:**
- 1) Find out what formats are supported by your Word Processor.
 - 2) Write the name and the location of the file before you save it.
 - 3) Save in a format supported by your Word Processor.
 - 4) Depending on your Word Processor, select INSERT or IMPORT from your menu, then select IMAGE or PICTURE.

Consult your Word Processor documentation for more information on how to import images.

Symptom: **How do I put my scanned text document in my Word Processor?**

Solution: 1) Find out what formats are supported by your Word Processor.
 2) Save in a format supported by your Word Processor.
 3) Open the file that you saved from your Word Processor.

Symptom: **How do I send a scanned image using my email program?**

Solution: Save your scanned image in a format that is supported by your email program (JPG, GIF or PNG are recommended). Once your picture is saved, consult the documentation of your email program on how to attach a file to a message.

Appendix B: Specifications⁷

Plustek OpticSlim 2600	
Physical dimensions	378 x 257 x 33 mm (14.88" x 10.12" x 1.30")
Weight	1.4 Kgs (3.1 Lbs)
Operating Temperature	5° C to 40° C
Max. Scan Area	A4/Letter: 216 mm x 297 mm (8.5 x 11.69 in.)
Scan Method	Single-Pass
Scan Modes	Color: Input 48-bit; Output 24/48-bit Grayscale: Input 16-bit; Output 8/16-bit
Resolution	Optical Resolution: 1200 dpi Max. Interpolated Resolution: 24000 dpi
Scanning Materials	Reflective color or black-and-white originals
Protocols	TWAIN Compliant
Connection	USB Port
Light Source	Three-colour RGB LEDs
Power Requirements	Powered through USB port No AC adapter required
Power Consumption	Operation: 2.5 watts maximum Idle: 1.25 watts
EMI	FCC Class B

⁷ Hardware specifications may change at any time without prior notice.

Appendix C: Customer Service and Warranty

If you encounter problems with your scanner, please review the installation instructions and troubleshooting suggestions contained in this guide.

For further assistance call our customer support phone number listed on the last page of this guide. One of our representatives will be happy to assist you from Monday through Friday in office working hours as shown below:

Europe	9:00 a.m. – 5:30 p.m. CET
Other Countries or Areas	9:00 a.m. – 6:00 p.m. Taiwan Time

To avoid delays, please have the following information available before calling:

- Scanner name and model number
- Scanner serial number (located at rear of scanner near port connectors)
- A detailed description of the problem
- Your computer manufacturer and its model number
- The speed of your CPU (Pentium 133, etc.)
- Your current operating system and BIOS (optional)
- Name of software package(s), version or release number and manufacturer of the software
- Other USB devices installed

Statement of Limited Warranty

This Statement of Limited Warranty applies only to the options you originally purchase for your use, and not for resale, from an authorized reseller.

The manufacturer warranty includes all parts and labor, and is not valid without the receipt of original purchase. To obtain warranty service, you may contact the authorized dealer or distributor, or visit our website to check out the available service information, or send a request via E-mail for further help.

If you transfer this product to another user, warranty service is available to that user for the remainder of the warranty period. You should give your proof of purchase and this statement to that user.

We warrant that this machine will be in good working order and will conform to its functional descriptions in the documentation provided. Upon provision of proof of purchase, replacement parts assume the remaining warranty of the parts they replace.

Before presenting this product for warranty service, you must remove all programmes, data and removable storage media. Products returned without guides and software will be replaced without guides and software.

This Limited Warranty service does not provide for carry-in exchange when the problem results from accident, disaster, vandalism, misuse, abuse, unsuitable environment, programme modification, another machine or non-vendor modification for this product.

If this product is an optional feature, this Limited Warranty applies only when the feature is used in a machine for which it was designed.

If you have any questions about your Limited Warranty, contact the approved retailer from whom you bought the product or the manufacturer.

THIS LIMITED WARRANTY REPLACES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HOWEVER, SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO OTHER WARRANTIES APPLY AFTER THAT PERIOD.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

Under no circumstances are we liable for any of the following:

1. Third party claims against you for losses or damages.
2. Loss of, or damage to, your records or data; or
3. Economic consequential damages (including lost profits or savings) or incidental damages, even if we are informed of their possibility.

Some jurisdictions do not allow the exclusion or limitations of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from jurisdiction to jurisdiction.

FCC Radio Frequency Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that

interference will not occur in a particular television reception (which can be determined by turning the equipment off and on), the user is encouraged to try to correct the interference by one or more of the following measures:

- √ Reorient or relocate the receiving antenna.
- √ Increase the separation between the equipment and receiver.
- √ Connect the equipment to an outlet on a circuit different from that which the receiver is connected.
- √ Shielded interconnect cables and shielded power cord which are supplied with this equipment must be employed with this equipment to ensure compliance with the pertinent RF emission limits governing this device.
- √ Consult the dealer or an experienced radio/TV technician for help if the conditions persist.
- √ Changes or modifications not expressly approved by the manufacturer or authorized service center could void the user's authority to operate this equipment.

Contacting Plustek

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Visit our website

<http://www.plustek.com/support/support.htm>

for more customer service information.